



Presentation to the IT Directional Meeting

Thursday, June 18, 2015
Pioneer Room
State Capitol



Agenda

1. Legislative Session Update (Mike)
2. Window 10 Update (Dean)
3. Desktop Support (Dean)
4. Desktop Support (Greg Hoffman)
5. BILLIT (ITD billing system) rollout (Greg Hoffman)
6. Upcoming rate changes for 15-17 Biennium (Greg Hoffman)
7. Software Development Division Updates (Doran)
8. Network upgrades (Duane)
9. Voice upgrades (Duane)
10. Enterprise Architecture / IT Coordinators Council (Gary)
11. Strategic Communication (Gary)
12. Project Mgmt., Enterprise Procurement, & IT Planning (Gary)
13. Cloud Update (Dan)
14. Security Update (Dan)



Mike Ressler CIO





Legislative Outcome of (3) 2013-15 Interim Legislative IT Bills

- 1) University System centralizing on one e-mail solution and requiring all e-mail be retained for minimum of 2 years
HB 1051 – **Passed**
- 2) UmmelGroup Study removing OMB's authority to give agencies a hosting waiver / SB 2051 – **Failed**
- 3) Eide Bailly Desktop Support Study / HB 1053 – **Modified**



ITD Desktop Service

- Auditor's Office
- Center for Tobacco Control / Prevention
- Council on the Arts
- Department of Agriculture
- Department of Labor
- Indian Affairs
- Protection and Advocacy
- Secretary of State
- Securities Department
- State Treasurer



ITD Desktop Service

- Aeronautics Commission
- Commission on Legal Counsel for Indigents
- Department of Career and Technical Education
- Department of Financial Institutions
- Department of Veteran's Affairs
- Governor's Office
- Public Employees Retirement System
- ND University System Office
- Office of Administrative Hearings



ND Radio Interoperability Network (RIN)

\$1,500,000

SECTION 4. LEGISLATIVE INTENT - RADIO COMMUNICATIONS.

It is the intent of the sixty-fourth legislative assembly that the information technology department be responsible for the oversight of the installation of any statewide radio communications equipment by an executive branch state agency in the most cost-effective manner. It is further the intent of the sixty-fourth legislative assembly that the information technology department develop a process to implement the recommendations of the North Dakota statewide radio system assessment and evolution study as presented to the statewide interoperability executive committee.



Dean Glatt
Director

Computer Systems
Division





Windows 10



- Coordinator: Ron Zarr
- Release Date: July 29, 2015
- Testing period will follow the Win 7 & 8 process
- Windows 7:
 - End of mainstream support was January 2015
 - End of all support is January 2020
- Edge Browser - no more Internet Explorer
(*Test your apps!*)



Windows 10

The Windows 10 logo, which consists of the words "Windows 10" in a white, sans-serif font. The text is positioned over a blue rectangular background that features a stylized Windows logo pattern of four overlapping squares.

- Upgrade Path: Free*
- Exclusions to the free path:
 - Windows 7 Enterprise, Windows 8/8.1 Enterprise, and Windows RT/RT 8.1.
 - Active Software Assurance customers in volume licensing have the benefit to upgrade to Windows 10 Enterprise.
- ITD will start phasing in Windows 10 in 2016



Desktop Service

- “On Boarding Meetings” - Ron Zarr
www.nd.gov/itd/services/desktop-support
- Explanation of how service works
- Looking for an agency security and procurement designee
- Will survey the agency to help the on-boarding process
- Office 365...



Office 365



- Available to all agencies
- Explanation of how service works at the “on-board” meeting
- Initial offering excludes:
 - Exchange
 - Sharepoint
 - Skype for business



Greg Hoffman
Director

Administrative
Services





Desktop Support

- Hardware selection/costs
- Software - Microsoft Office 365 Pro Plus
- Deployment Schedule



ITD BILLIT system

- Training Session was June 8th
- Recording and user's guide on ITD website
- July 7th is targeted "go live"
- Contact people for emails/access



2015-2017 Biennium Rate Changes

- Software Development
- Mainframe CPU
- Technology Fee
- Rightfax
- Application/Server Hosting
- Disk



Doran Eberle
Director

Software
Development
Division





Staff Changes

- Team Re-Organization
 - Combined 4 DHS teams to 3 teams
 - Providing space for DHS Eligibility vendor
- Software Development Leadership Changes
 - Leroy Jacobs new Team Leader of Looney Tunes
 - QA Manager Sonia Bar resigned in May
 - Vacant eTeam Team Leader position



Staff Changes

- Additional Software Development Openings
 - PeopleSoft Developer
 - QA Analyst
 - User Interface Web Designer





Mobile Application Development - DOT

- Thank you to the DOT for partnering with us in the successful deployment of NDRenewals!
- Currently, Apple users have downloaded the application 444 times and Android users have downloaded it 293 times. With a total of 737 downloads since its launch!





Mobile Application Development - LC

- North Dakota Legislative Daily includes three main values:
 - Provides an easy to view daily legislative agenda consisting of Committee Hearings, Conference Committees, and Chamber Convene times along with details of the bills to be discussed during each event.
 - Informs a legislator when and where bills they are particularly interested in will be discussed and acted upon. This includes bills a specific legislator sponsors, co-sponsors, is a member of a committee of, is a carrier, or is tracking in Bill Tracking.
 - Provides electronic (pdf) access to the current version of a bill that is scheduled within a day's agenda.





Mobile Application Development - LC

- Current Enhancements
 - Push notifications to receive notification when data is available
 - Calendar view to see the meetings
 - Meeting Room Maps
- We are available to all agencies to create mobile applications to help customers have easier access to their services





Product Updates



- ClearCase/GIT
 - GIT leverages Microsoft's Team Foundation Server (TFS) as the central source code repository.
 - Actively migrating source control solution with new development and significant enhancement requests for the next 12 months. We will then assess status and determine schedule for remaining applications.



Product Updates

- Load Runner updated to version 12.02
- Crystal Reports
 - The Crystal Reports Server will be upgraded to SAP Business Objects 4.1 (currently 3.1) and plan to be completed Fall 2015. Current version support ends December 2015.
 - Software Development currently assessing impact of upgrade and will provide more information as it occurs.
 - ITD SD will perform high level functional tests of upgraded version in addition to verifying our custom written APIs and web services
 - A certain level of agency testing will be required to verify accuracy of reports.





Duane Schell **Director**

Network Services **Division**





Voice Services

- Email Upgrade
 - Mid - Late July
 - Nearly Transparent
 - Improved Disaster Recovery Posture





Skype for Business

- Client Upgrade
- Infrastructure Positioning
 - IM
 - Presence
 - Staying with Avaya voice





Network Services

- Upgrades
 - Internet bandwidth - late july/aug
 - InfoBlox - DNS - july/aug
 - Core - Fall
 - Wireless AP - ongoing
 - WINS - July





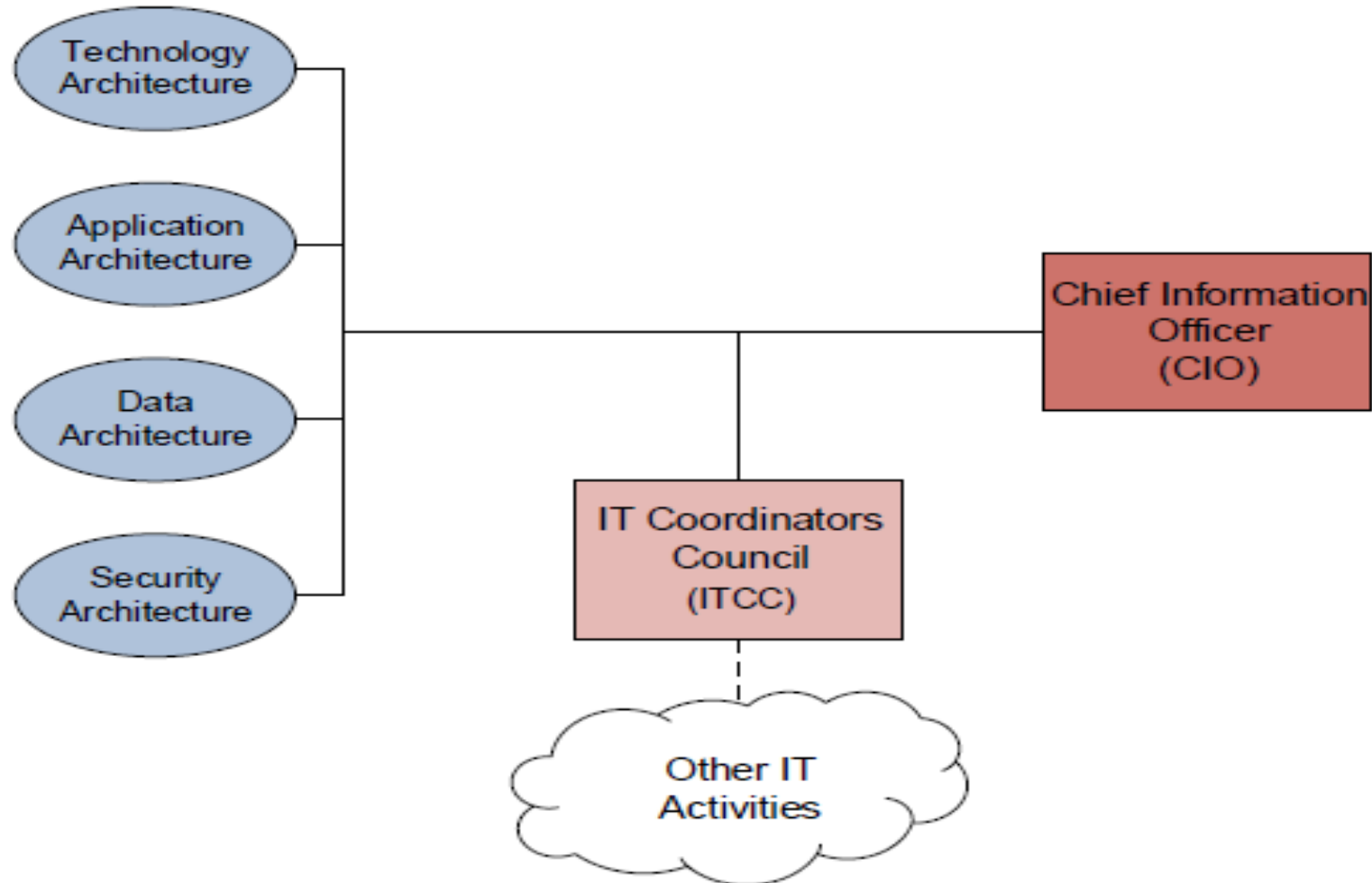
Gary Vetter
Director

Enterprise Services
Division





Enterprise Architecture 2.0





IT Coordinators Council



[Working at ITD](#)

[Support](#)

[Services](#)

[Statewide Alliances](#)

[News](#)

[Events](#)

[Publications](#)

IT Coordinators Council

Event Type

[Agency IT Coordinators](#)

[Cognos Users Group](#)

[Criminal Justice Information Board](#)

[EDMS Users Group](#)




[Health IT Advisory Committee Meetings](#)

[Information Technology Procurement Meetings](#)

[IT Coordinators Council](#)

[IT Directional Meeting](#)

[Home](#) ▶ [Event Calendar](#) ▶ IT Coordinators Council

Start Date	Event Title	Documents
June 10, 2015 - 1:00pm	ITCC Meeting	
May 13, 2015 - 1:00pm	ITCC Meeting	 ITCC Slides 2015-05-13
April 8, 2015 - 1:00pm	ITCC Meeting	
March 11, 2015 - 1:00pm	ITCC Meeting	 ITCC Slides 2015-03-11
February 11, 2015 - 1:00pm	ITCC Meeting	
January 14, 2015 - 1:00pm	ITCC Meeting	 ITCC Slides 2015-01-14
December 10, 2014 - 1:00pm	ITCC Meeting	
November 12, 2014 - 1:00pm	ITCC Meeting	



IT Coordinators Council



Information Technology Department

setting expectations | delivering results | measuring outcomes

[ND State Government](#) | [ITD](#) | [Service Desk](#)



ITCC Meeting Recap Available

The May 13th Information Technology Coordinators Council (ITCC) [meeting recap](#) is now available.

Submit an Incident

To report problems, ask questions, request information and offer feedback, call:
(701) 328-4470 or
(877) 328-4470 Toll Free

[Submit an Incident Online.](#)

Use this simple method to quickly log an incident in your own words.



Strategic Communication



Services



[Home](#) ▶ [Services](#)



Infrastructure

Desktop Support

- [Anti-Virus/Spyware and Firewall](#)
- [Endpoint Encryption](#)
- [Mobile Device Management](#)
- [Windows Patching](#)

Hosting

- [Databases](#)
- [Datacenter Space Rental](#)
- [Disk Storage & Backup](#)
- [File & Print](#)
- [Hosting Platforms](#)
- [Web Servers](#)

Network

- [Local Area Network](#)
- [Wide Area Network](#)
- [Wireless Network](#)



Professional Services

Business Analysis

Enterprise Architecture

Help Desk Management

IT Planning

- [Involving ITD in Project Planning](#)

IT Procurement

IT Security

- [Access/Authorization](#)

Project Management

- [Project Management Mentoring and Training](#)
- [Project Management Oversight](#)
- [Project Management Tools](#)
- [Project Management as a Contracted Service](#)

Software Development

- [Automated Testing](#)
- [Compliance Testing](#)
- [Performance Testing](#)
- [Usability Testing](#)

Strategic Communication



Information Management

Basic Content Services

- [Microsoft SharePoint](#)

Business Intelligence

EDMS

- [Document Management](#)
- [Enterprise Report Management](#)
- [Forms Processing / Eforms](#)
- [Imaging](#)
- [Workflow](#)

Geographic Info. Sys.

Master Client Index

Records Management



Communication

Email

Fax

File Transfer

Instant Messaging

Unified Communications

Video

- [Desktop Video](#)
- [Video Conference Recording](#)
- [Video Conference Viewing \(Streaming\)](#)
- [Video Consulting](#)
- [Video Scheduling](#)
- [Web Streaming](#)

Voice

- [Audio/Web Conferencing](#)
- [Automated Attendant](#)
- [Call Center](#)
- [Call Recording](#)
- [Interactive Voice Response](#)
- [Interpretation Services](#)
- [Long Distance / Toll Free / Calling Cards](#)
- [Telephones](#)
- [Voice Mail](#)



Strategic Communication



Created to help agencies navigate a communication environment where traditional media is on a steep decline and new communication media is centered around technology.

- Social Media Guidelines, Tools, and Resources
- Social Media Users Group
- Website Development Guidance
- Images and Photography Laws, Software, and Sources
- State Portal Services and Resources
- Open Records Resources
- Etc.



Project Management, IT Procurement, & IT Planning



Restructuring the Project Management Office to also include enterprise IT Procurement and IT Planning.

- Project Management
<http://www.nd.gov/itd/services/project-management>
- IT Procurement
<http://www.nd.gov/itd/services/it-procurement>
- IT Planning
<http://www.nd.gov/itd/services/it-planning>



Dan Sipes Deputy CIO





Security and DR Updates



- Disaster Recovery Test Schedule
 - October 3-4, 2015
 - December 12-13, 2015
- SOC2 Audit - http://www.nd.gov/auditor/reports/i112_15.pdf
- Password Management
- State Login Forced Password Change
- Password Resets



ITD's Role in Brokering Cloud Services

- ITD will serve in a “Cloud Broker” role as agencies evaluate cloud services to meet business needs.
- Aligned with ITD's hosting responsibilities in NDCC 54-59-22.
 - Software as a Service (SaaS) solutions hosted in the cloud require a waiver from OMB and ITD.
 - ITD will partner with agencies to broker the on-going contract/relationship with the agency and the vendor that results from an approved waiver.



Brokering - an ITD/Agency partnership

- SaaS - Cloud Service Risk Assessment Process
- SaaS - Cloud Contracts
- Cloud Service Inventory/Integration Points
- Funding the Cloud Broker role



Broker Value - Risk Assessment Process

- ITD has a matrix to help assess the risk associated with off-premise or cloud based solutions (SaaS)
- Assessment Areas
 - IT Architecture/Vendor Capability
 - Identity
 - Active Directory integration for state agency users
 - Security
 - Data
 - Strategic Impact
 - Cost



Cloud Risk Assessment



Risk Control Area		Agency Assessment	ITD Assessment	Enterprise Tolerance
Architecture	Networking	Very low	Low	Low
	Storage	Very low	Low	Moderate
	Software	Very low	Very low	Low
	Integration	Low	Low	Moderate
	Capacity Management	Very low	Very low	Moderate
	High Availability	Low	Very low	Moderate
	IT Agility	Very low	Very low	Very low
	Portability	Very low	Very low	Very low
	Service Termination	Very low	Very low	Low
Security	Data Center Operations	Low	Low	Low
	Identity	Low	Moderate	Low
	Audit and Compliance	Very low	Very low	Low
	Logging and Tracing	Very low	Low	Very low
	Malicious Activities from Within	Low	Low	Low
Data	Data Classification	Low	Low	Moderate
	Data Migration	Low	Low	Low
	Data backup	Very low	Very low	Moderate
	Data Sanitization	Very low	Low	Moderate
	Records Management	Very low	Low	Low
	Electronic Discovery	Very low	Low	Moderate
Strategy	Mission Criticality	Low	Low	Low
	User Expectations	Low	Low	Low
	Customer-facing Implications	Low	Low	Low
	Availability	Low	Low	Low
	Provider Selection	Low	High	Low
	Organizational Readiness	Low	Low	Very low
	Incident Management	Low	Low	Very low
	Ongoing Maintenance	Low	Low	Very low
	IT Skillsets	Low	Low	Very low
	Disaster Recovery	High	Low	Very low
	Finance	Very low	Low	Very low
	3rd-Party Involvement	Very low	Low	Low

Risk Control Areas

- Architecture
- Security
- Data
- Strategy

Perspectives

- Agency Assessment
- ITD Assessment
- Enterprise Tolerance



Cloud Risk Assessment



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Risk Likelihood

- Slight
- Not likely
- Likely
- Highly likely
- Expected

Risk Impact

- Low
- Mild
- Serious
- Severe
- Catastrophic



Cloud Risk Assessment



Architecture	Networking	Insufficient controls and/or incompatible architecture to securely provide network connectivity/capacity
	Storage	Insufficient controls and/or incompatible architecture to securely store data
	Software	Insufficient controls and/or incompatible architecture to securely integrate with other business applications
	Integration	Insufficient controls and/or incompatible architecture to securely integrate with other business applications
	Capacity Management	Unable to proactively load-test, monitor (by State), and/or scale application performance
	High Availability	Insufficient architecture to provide geographically distributed high-availability
	IT Agility	Latency or overall difficulty in implementing/adjusting system architecture to address technical and/or business requirements
	Portability	Technical and/or non-technical dependencies create vendor lock-in and/or limit future options for migrating service elsewhere
	Service Termination	Insufficient control/confidence with regard to either party terminating service and the State's ability to transfer functionality elsewhere



Cloud Risk Assessment



Strategy	Mission Criticality	Unable to provide critical government services if the provider experiences a loss of service
	User Expectations	Inability to fulfill user expectations, especially with regard to performance and/or ease-of-use
	Customer-facing Implications	Unable to maintain a positive stakeholder perception and/or State reputation
	Availability	Insufficient uptime guarantees and/or reliability
	Provider Selection	Insufficient confidence with regard to the provider's completeness of vision and ability to execute; in the past, present, and future
	Organizational Readiness	Insufficient preparation with regard to strategic alignment, workforce readiness, cultural impact, and/or stakeholder buy-in
	Incident Management	Insufficient controls in place detect, report, and resolve disruptions in service
	Ongoing Maintenance	Insufficient control over the process, frequency, scheduling, and functionality of maintenance/enhancements
	IT Skillsets	Insufficient IT resources/training to properly implement/manage the application and/or an unclear shift in IT roles/responsibilities
	Disaster Recovery	Insufficient control/capability/confidence with regard to handling natural disasters and maintaining business continuity
	Finance	Insufficient preparation within accounting/budgeting procedures to shift from capital to operational expenditures
	3rd-Party Involvement	Insufficient control and/or over-dependency upon 3rd party hosting providers



Cloud Risk Assessment



Security	Data Center Operations	Insufficient controls/testing of data center redundancy/security
	Identity	Insufficient controls and/or incompatible architecture to provide proper identity and access management
	Audit and Compliance	Insufficient controls in place to properly measure and meet regulatory requirements/certifications
	Logging and Tracing	Insufficient controls and/or access to properly manage operational logs for troubleshooting and regulatory compliance
	Malicious Activities from Within	Insufficient control/confidence with regard to privileged users performing unauthorized/unlawful activities such as data theft, tampering, leakage, etc.
Data	Data Classification	Unclear classification of data and/or insufficient control/confidence with regard to safeguarding sensitive/confidential data
	Data Migration	Difficulty in moving legacy data into a new environment
	Data backup	Insufficient backup/recovery procedures, lack of geographical separation of media, and/or misplacement or theft of backup information
	Data Sanitization	Insufficient control/confidence with regard to properly identifying and physically destroying sensitive media
	Records Management	Insufficient control/confidence with regard to data being stored, retained, and purged to a compliant level
	Electronic Discovery	Insufficient access to data upon request and/or insufficient control with regard to subpoenas, jurisdiction, and confiscation of data



Cloud Risk Assessment



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Broker Value - Contracts/Vendor Management

- Contract negotiations and key terms and conditions
 - Cost drivers
 - Escalation caps
 - Hosting location
- On-going Vendor Relationship
 - Periodic architecture reviews
 - Certification reviews
 - Prior approval of material changes to the cloud architecture environment



Broker Value - Inventory & Integration

- Statewide Inventory of Cloud Based Solutions
 - Helps to manage risk
 - Helps to ensure consistent contract terms
- Documentation of Integration Points
 - Identify key integration points to the state infrastructure (e.g. Active Directory)
 - Promote common standards based integration where possible



Broker Value - Approving and Funding

- On-premise solutions vs. cloud based solutions
 - Near-term, on-premise solutions will be preferred to maintain economies of scale in the data center.
- Funding
 - Agencies with approved waivers will fund the broker role and the associated infrastructure investments
 - Monthly add-on fee to vendor fees
 - Applied to new waivers starting this biennium
 - Legacy waivers - no later than 7/1/2017



THANK YOU!!!